

TESTIMONY OF SUE DOWD
FOR
DOWD WATER SYSTEMS, INC.
DOCKET NO 2001-181-W

IN RE: EMERALD SHORES WATER COMPANY, INC.

ISLE OF PINES WATER COMPANY, INC.



1. Q. WOULD YOU PLEASE STATE YOUR NAME, ADDRESS AND OCCUPATION?

2. A. My name is Sue Dowd and I reside at #77 Dowd Road, Prosperity, S. C. 29127. I am the owner and
3. manager of Dowd Water Systems, Inc. of which Emerald Shores and Isle of Pines are divisions.

4. Q. HOW DID YOU ACQUIRE EMERALD SHORES AND ISLE OF PINES?

5. A. They were left to me through my late husband's estate in February 2000.

6. Q. WOULD YOU BRIEFLY DESCRIBE THESE TWO UTILITIES?

7. A. Yes. Isle of Pines is a subdivision with five (5) full-time residents and fifteen (15) part-time residents. It
8. has one pump to serve each homeowner unlimited supply of water for a monthly flat fee of \$12.00. There
9. are no vacant remaining lots to build homes. Emerald Shores has sixteen (16) full-time customers. There
10. are two pumps which also furnish an unlimited supply of water at \$20.00 per month. This system has a
11. tank that holds about 12,000 gallons of water.

12. Q. WHAT RATES ARE YOU REQUESTING FOR THESE TWO UTILITIES?

13. A. In Isle of Pines, I am requesting a two-fold rate of \$25.00 for part-time customers and \$35.00 for full-time
14. customers per month. In the Emerald Shores Subdivision, I am requesting \$62.00 per month. Both
15. monthly charges are flat rate charges for unlimited water usage since the subdivisions do not have meters.
16. I am also requesting a disconnect fee of \$90.00 and a reconnect fee of \$90.00. I have a contract with a
17. plumbing company that will meet me at the site to dig up the distribution pipe and cut off the water at a
18. charge of \$75.00. When the fees are paid, we will make the same trip to cut the water back on. I propose
19. to add \$15.00 for my own time and use of my automobile for a total of \$90.00 per trip.

20. Q. DOES HAVING UNLIMITED WATER USAGE CAUSE A STRAIN ON THE SYSTEMS?

RETURN DATE: _____
SERVICE: *or d*

21. A Yes, it does. There are two pumps along with a 12,000 gallon tank in Emerald Shores and one pump in
22. Isle of Pines. Last year, I replaced a pump in Emerald Shores at a cost of \$1,818 and on August 2nd of
23. this year, I replaced one in Isle of Pines for \$2,129.

24. Q. WHAT HAPPENED TO THE PUMP YOU REPLACED AT ISLE OF PINES?

25. A. After the hearing here on August 1 for Stephenson's Lake (Docket 2001-75-W), I arrived home and there
26. were sixteen (16) messages on my phone to let me know there was no water. I quickly drove to the
27. subdivision to discover road machinery had pulled up the pipe beside the road. I had the pipe repaired
28. that afternoon at a cost of \$332.00. I sent out the standard "Water Boil Notices" and "Chlorination
29. Notices". On August 6, the pump burned out. A new pump was installed. Afterwards, the pump was
30. pumping but with no pressure in the line. I walked the system nine (9) times to find leaks. Two part-time
31. homes had left the water running. The second one had left the water running in the sink. I dug up the
32. pipe and had it cut off. During the month, I had to have seven (7) samples taken until the water was
33. cleaned out at a cost of \$155.00 per test. I still do not have the cost for the chlorination test. During the
34. Month of August, I worked 94.6 hours solely to correct for the pipe being busted.

35. Q. MRS. DOWD, DO YOU HAVE A JOB OTHER THAN MANAGING THESE UTILITIES?

36. A. No. I would like to get one but taking care of the utilities is a twenty-four hour-a-day job.

37. Q. DO YOUR CUSTOMERS KNOW HOW TO CONTACT YOU IF NECESSARY?

38. A. Yes. They have my home phone numbers and my cell phone. DHEC required me to buy the cell phone.

39. Q. DOES THIS CONCLUDE YOUR TESTIMONY?

40. A. Yes, it does.